

Memorandum

From: John & Caroline Cook
130 Audubon Drive

Date: 5/17/2010

Re: Comcast Service

About 6 weeks ago a Comcast technician came to our house in response to a computer connection problem; self-inflicted. He did a fine job and solved the problem in about 3 minutes. He then checked the Comcast signal and reported that it was very weak. He said he'd report it and someone else would be here to respond to it.

By about 2 weeks ago the weak signal got to be a serious problem. We were losing our computer connection, couldn't use the phone, and sometimes neither of the TVs worked. We made a cellphone call, and Comcast responded with a technician within a couple of days. He also reported a very weak signal, and said he'd report it. He also hooked up an amplifier on our main Comcast connection, and since then the service has been fine. Right now the Cnet bandwidth meter measures our connection at 3072.3 kbps.

A few days ago we got a letter from a Comcast representative telling us that someone would be here soon to investigate our situation. I tried several times to call her back on the phone, but she never answered the phone, nor did she return the message I left on my first call. Last week, perhaps on Friday, my wife got a call from someone at Comcast saying that they were going to come to do a "survey." My wife reported that this person was very hard to understand, and seemed to be reading from a script.

Today, May 17, 2010, a Comcast technician arrived to do the promised survey. He was completely unaware that anyone else here was having any difficulties with their Comcast signal. He had with him a bunch of little white flags which I gathered would show where a new cable into our house would go, but in fact was not able to locate the "pedestal" which was the source of the cable to our house, so I have no idea how he planned to do his survey. I told him we didn't really think it was a good idea to deal with this problem on a piecemeal basis, and that in any event I wanted to consult with the Condo association before we proceeded with anything. I promised to get back to him.